

Support Center Schedule Change – Effective Jan. 1, 2021

Service overview:

In September 2019, WaTech adjusted the Support Center coverage hours to align more resources to the times when demand for support is higher. A new after-hours phone tree was established for customers to be able to reach an appropriate service technician when a Support Center team member is not available. Customers that call the after-hours phone tree receive a recording that describes a menu of services where they can leave a message for the service needing attention. A service technician is then notified by an automated tool every five minutes until the technician responds to the message.

Background:

WaTech has historically staffed the Support Center 24/7/365 with WaTech employees, which spreads the team thin during peak call volume hours.

In July 2020, we transitioned primary operations of our Mainframe environment to Ensono, ensuring 24/7/365 monitoring and support for these critical workloads. The operational transition to Ensono has further reduced demand for support outside of normal working hours. If a customer experiences an issue when the Support Center is not staffed, the customer can utilize the phone tree to engage support for their Mainframe application.

Solution:

WaTech is making a schedule change for the Support Center to improve call response times during peak hours. This will be accomplished by expanding the use of automation tools during after-hours when the Support Center is not staffed and increasing staffing during morning and afternoon high call volume windows.

- The Support Center will continue to be staffed from 6 a.m. until 8 p.m. Monday through Friday and the phone tree will be utilized after 8 p.m. and on weekends.
- WaTech will maximize staffing between 8 a.m. and 6 p.m. Monday through Friday beginning Friday, January 1, 2021, at 8 a.m.

Research and analysis:

WaTech has completed an analysis of the work performed by the Support Center team and when it occurs to ensure optimal customer response. One focus of the analysis is the demand customers have for after-hours support.

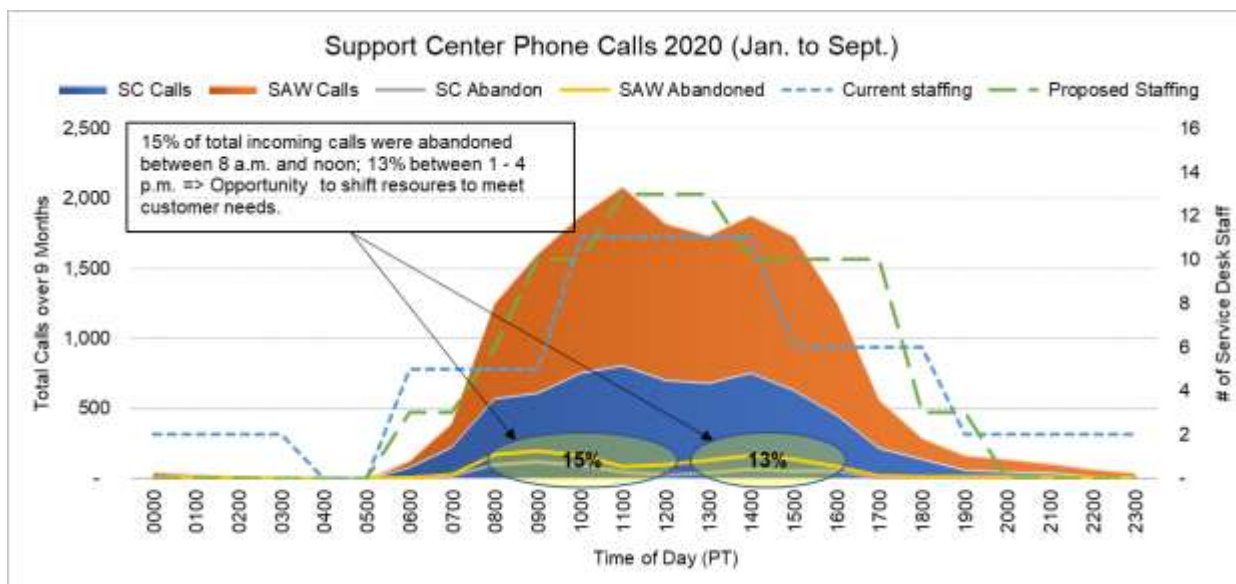
The data affirms that demand for the Support Center service is highest Monday thru Friday during normal business hours, 7:30 a.m. – 6 p.m. With the new monitoring tools that alert service technicians when systems are not working, WaTech services have adapted to manage and maintain coverage after-hours and on weekends. The automated phone tree ensures continued 24/7/365 coverage for WaTech services while optimizing staffing levels to align with customer needs.

From January through September 2020, the after-hours phone tree received 135 calls, an average of 15 calls per month. During this time period, 38% of the support requests were regarding network connectivity, and 27% of the requests were for telephony. The remaining calls were for Exchange, Mainframe, and SSL/VPN. With a call every night or two, the after-hours phone tree is working successfully, and the team has demonstrated the ability to handle the volume of calls. The Support Center will continue to track the number of support requests processed by the phone tree as a key metric.

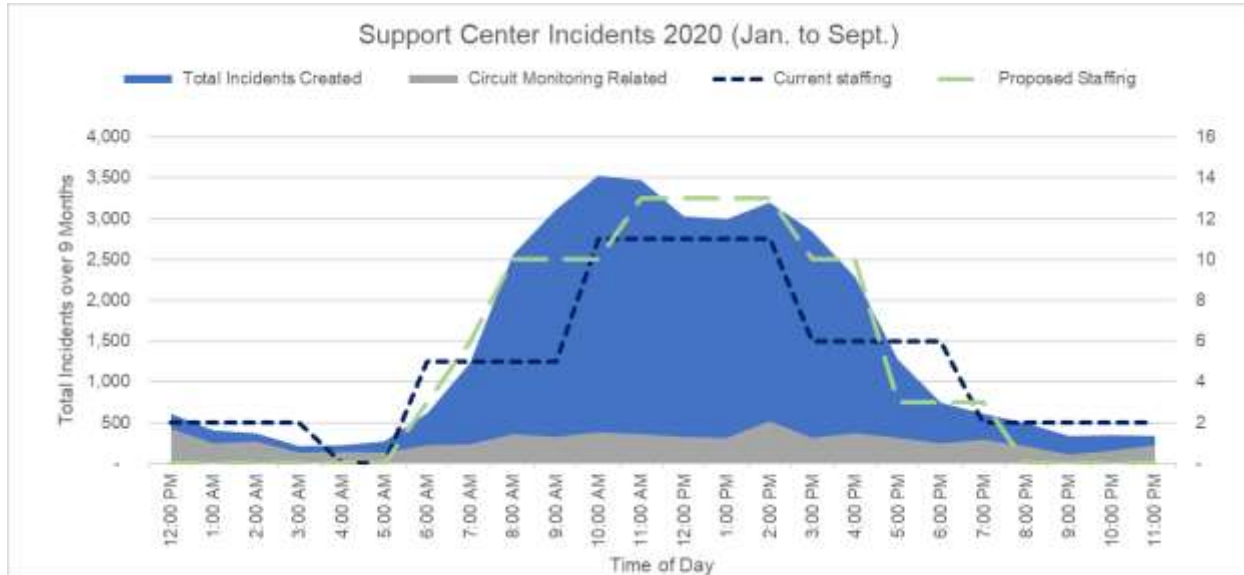
Call Analysis:

- Call volumes pick up about 7:30 a.m., dip over the lunch hour, then resume until volumes decrease in the afternoon around 4:30 p.m. Scheduling our staff to have increased coverage during high call volume timeframes would be beneficial to our customers to provide improved response times.
- The rate of abandoned calls has averaged 13 -15% during our core hours of business 8 a.m. – 4 p.m. across the nine-month period.
- Currently only 2.5% of all call volume is generated between 8 p.m. and 6 a.m.

Detailed Analysis of Support Center Calls, Incidents and Service Requests:



INCIDENTS



SERVICES REQUEST

